



Complaint Handling Principles

Here at Newquay Dental Centre, we take patient feedback very seriously and welcome any comments our patients have about the services they receive.

The General Dental Council (GDC) has outlined 6 core principles for managing patient feedback and complaints. They are:

1. **All your feedback is important to us**
2. **We want to make it easy for you to raise a concern or complaint, if you need to**
3. **We follow a complaints procedure and will keep you informed**
4. **We will try to answer all your questions and any concerns you raise**
5. **We want you to have a positive experience of making a complaint**
6. **Your feedback helps us to improve our service**

Please call 01637 879207 and speak to a member of the team who will be more than happy to help you with any questions, feedback or complaints you may have.